



Administrative Office
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Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Housing Navigator

Position Summary

The Housing Navigator provides navigation through housing focused case management for all homeless families and individuals within the Shelter and Housing programs at Catholic Charities. We will work to meet the immediate needs to the best of our abilities, but do so with a desire to resolve a person's homelessness. This position works with individuals and families as assigned. In addition, this position requires travel to meet families and individuals within our Shelter and Housing programs to conduct assessments in-person and/or over the phone. Through assessment, the Housing Navigator is responsible for diversion, housing focused case management, community referrals, housing placement, and linking families with the appropriate destination for continued services. The Housing Navigator also maintains professional relationships and clear communication through HMIS, phone calls, and email. This position is full-time, non-exempt, \$18 per hour and may require working one weekend shift per month.

Essential Functions

- Conduct or review intake and assessment for each family/individual accessing services to evaluate housing needs, history and service/support needs. Develop and implement a housing focused individual opportunity plan in collaboration with each client
- Conduct initial assessment (SPDAT or FSDAT) with homeless individuals and families as assigned, with a housing first lens and the objective of determining the appropriate needs and interventions. In addition, facilitating diversion services as needed.
- Facilitate access to services required to foster housing readiness (credit repair, legal aid, housekeeping, money management, tenant rights and responsibilities, etc.) as needed.
- Develop a projected budget plan that enables families and individuals to see what type of housing is affordable and manageable after assistance ends (for those in RRH) and how to live within their means.
- Conduct housing focused conversations with all participants and stay continually connected with them to ensure all appointments and linkage are completed.
- Provide support to the Housing Coordinator and housing stabilization team to ensure families and/or

individuals successfully transition into permanent housing.

- Submit monthly reports to Supervisor on housing data which includes individuals/families currently housed and all exit destinations.
- Staff training is a high priority for all CC employees. The Housing Navigator is expected to complete all required training as directed by your supervisor when training is made available. All CC staff are encouraged to identify areas they need additional training or support and contact their supervisor and/or the Manager for Support and Training to identify appropriate resources.
- Maintain accurate and timely case notes to document service encounters.
- Ensure that all COA standards of care are followed per policies and procedures.
- Input data entry and exit information into HMIS system. Work closely to minimize errors and duplicate entries.
- Maintain case management documentation and forms. Ensure that all accreditation standards of care are followed per policies and procedures.
- Establish positive working relationships with staff members and volunteers; reconcile personnel problems.
- Participate in program development and create/maintain partnerships with other homeless service providers.
- Attend all lease signings to ensure accuracy and to support the participant and deliver first month's rent and/or security deposit at the time of lease signing

NOTE: Catholic Charities considers this position to be a mandated reporter of child abuse.

Other Responsibilities

- Attend meetings and report back at the request of the Intake Coordinator (CHOW, Task Force, Coordinated Intake etc.).
- Perform other related duties as assigned.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

- Associates Degree in a social service field, required. Bachelor's Degree preferred.

- Two (2) years previous experience working with individuals and/or families experiencing homelessness and case management experience or similar work experience, preferred.
- Ability to work independently and possess strong time management skills. Strong ability to manage time using online or paper calendar.
- Knowledge and/or familiarity of harm reduction and motivational interviewing concepts and strategies. Previous experience assessing and referring individuals to various community resources, a plus.
- Computer literacy required. Working knowledge of Word, Excel, and Outlook programs. Familiarity with internet based tools (webmail, google calendar, webtime etc.)
- Strong interpersonal skills, cultural competence and ability to employ sensitivity in building rapport with clientele.
- Creative problem solving skills.
- Strong written and oral communication skills.
- Ability to work as part of a team, as well as independently.
- Bilingual (Spanish/English), preferred.
- Valid California driver's license and legally required insurance.
- Willingness to travel, as driving is required.
- Must successfully pass fingerprinting check prior at start of employment.

Physical Requirements

- Requires ability to sit up to 3-6 hours per day with intermittent occasional walking, standing, bending, squatting and climbing.
- Occasionally may be required to lift items up to 10 pounds to a height up to 7 feet.
- Occasionally may be required to carry items up to 10 pounds for distances up to 50 feet.

PERKS

10 Vacation days per year

13 Holidays per year

Very Affordable Health, Vision and Dental Insurance

Referral Bonus for employees

403b Plan with 5.5% contribution

Premium Pay for Overnight Shifts

Team Spirit and Supportive Work Environment

Great Organizational Mission

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.